



# WIC Cashiers Learning Objectives



## KNOWLEDGE

K1. Explain the general purposes of the WIC program

- Help women eat better, have healthier babies and receive early prenatal care
- Help infants grow and develop better through the promotion of breastfeeding
- Help children eat more nutritious foods, visit doctors regularly and receive immunizations

K2. Explain to a store the benefits of being a WIC authorized retailer

- Increase sales
- Service to community: part of your store's commitment to help all families have access to healthy and nutritious foods

K3. Explain the general procedure for WIC

- Participant receives WIC checks, WIC identification folder and Nebraska WIC Approved Foods List at clinic
- Participant selects WIC approved foods authorized by valid WIC check(s)
- Participant groups food purchases by WIC check in cart and at checkout
- At checkout, participant states, "I'm using my WIC check today"
- Participant presents WIC foods and corresponding WIC check for purchase in separate transaction at checkout
- Cashier recognizes separate WIC transaction and scans items one-by-one, checking that each item is authorized by provided WIC check
- Cashier completes purchase amount on WIC check
- Cashier asks participant to sign WIC check
- Cashier checks that a complete signature has been entered on WIC check
- If other items selected for purchase, cashier totals separate transaction at checkout
- Participant provides nutritious meals to infants and children and/or herself

K4. Recognize by image and explain the purpose of WIC checks and Nebraska WIC Approved Foods List

- WIC check: provides payment to retailer for WIC approved foods
- Nebraska WIC Approved Foods List: provides visual images of approved foods and additional useful reference information

K5. Locate the following on a WIC check:

- Date range for valid use
  - Generally the first day of the month to the last day of the month
- Description of authorized foods for this check
- Signature line
- Purchase amount box

K6. Determine the validity of WIC checks based on the date

- Locate first date to use
- If today's date is before first date to use, check cannot be used yet
- If today's date is the first date to use or after the first date to use, proceed
- Locate last date to use
- If today's date is before the last date to use or is the same as the last date to use, the check is valid for use today
- If today's date is after the last date to use, check is no longer valid and cannot be used

K7. Explain the differences and similarities between WIC fruit/vegetable checks and other WIC checks

- Differences:
  - Dollar amount on fruit/vegetable check, not item
  - Specific approved items not defined on fruit/vegetable check
  - Participant may pay the difference if their fruit/vegetable purchase exceeds the maximum value of their fruit/vegetable check
- Similarities:
  - Only used for WIC approved foods
  - Must be valid (within date range)
  - Requires signature
  - Requires purchase amount box to be completed

K8. Define a proxy/alternate shopper as a person authorized by the WIC participant to use WIC checks to purchase food on her/his behalf

K9. Describe the process for checking the proper proxy/alternate shopper use of WIC checks

- Participant gives proxy/alternate shopper valid WIC checks
- Participant reviews proper food selection and checkout procedures with proxy/alternate shopper
- Proxy/alternate shopper completes shopping transaction on behalf of participant
  - Cashier is not required to guarantee that person using WIC checks is authorized proxy/alternate shopper

K10. List the consequences of incorrect or mismanaged WIC transactions

- Poor customer experience
- Delays in checkout time
- Lack of payment to your store
- Possible sanctions against WIC participant
- Possible sanctions against your store

K11. Describe the rule that applies to each of the following common WIC transaction issues:

- Invalid date
  - WIC check cannot be used at this time
- Incorrect food type (not on approved foods list)
  - Food cannot be purchased with WIC check; no exceptions
- Incorrect size/weight of food
  - Replace with correct size/weight
- Attempt to return infant formula
  - Stores cannot accept or exchange formula since it is prescribed according to medical condition
- Use coupons for food items
  - Coupons can be used and applied to transaction, but amount of discount is not returned to participant
- Attempt to pay difference in approved food and non-approved food
  - Not allowed; only authorized foods can be purchased with WIC checks
- Attempt to combine use of WIC fruit/vegetable checks for single transaction
  - Not allowed; must be used in separate transactions

## SKILL

S1. Use the Nebraska WIC Approved Foods List or Nebraska WIC Approved Food Card to determine if the food items are approved for purchase with the provided WIC checks

- Read description of authorized WIC foods on WIC check
- Find section(s) of foods in Nebraska WIC Approved Foods List
- Scan section for all available options in food category – both national brands (if any) and store brands/private label
- Compare items on list to products presented by WIC participant to find product match
- Read food list for additional requirements (i.e., number of ounces)
- Review product selection for compliance with additional requirements (i.e., locate weight of product on food label)

S2. Complete the WIC purchasing transaction at checkout (for all checks except WIC fruit/vegetable checks)

- Determine if WIC check is valid for use on today's date
- Scan items, checking that each one is on approved foods list and is authorized for purchase on provided WIC check
- Verify total dollar amount of WIC items purchased
- Write total dollar amount of WIC items purchased in "Purchase Amount" box on provided check
- Present WIC check to participant to sign on "Authorized Signature" line
- Check that signature is complete
- Complete transaction at register (follow store procedure)
- Give WIC shopper their receipt
- Secure WIC check in location determined by your store

**S3. Complete the WIC purchasing transaction for produce at checkout**

- Identify that WIC check is for approved produce
- Identify dollar amount worth of WIC check
- Determine if WIC check is valid for use on today's date
- Scan produce items, checking that each one is on approved foods list
  - Items in produce area that are not authorized:
    - Party trays
    - Items from salad bar
    - Salad kits with added dressing
    - Herbs, spices and edible flowers/blossoms
    - Dehydrated fruits or fruit leathers/roll-ups
- Recognize running total of purchases; as total approaches/exceeds check value, notify participant and ask for preferred course of action:
  - Participant can pay overage if they choose
  - If participant does not want to pay overage then remove preferred items to reduce cost to at or below the check value; return non-purchased items to the store
- Find total amount of eligible produce presented for purchase
- If total exceeds dollar value of WIC check, ask participant whether or not they would like to pay the overage
  - If participant chooses not to pay overage, assist them in choosing items that utilize as much of check value as possible without exceeding limit. After removing items, recalculate total purchase price equal to or less than WIC check value
  - If participant chooses to pay the overage then write the amount that the check is for in the purchase amount box and then collect the remaining amount from the participant (i.e. if the check is for \$10.00 but the total is \$12.37 then write \$10.00 in the purchase amount box and collect \$2.37 from the participant to pay the overage)
- Write total amount of WIC produce purchased in "Purchase Amount" box on provided check
  - Be sure not to exceed maximum amount of check
- Present WIC check to participant to sign on "Authorized Signature" line
- Check that signature is complete
- Complete transaction at register (follow store procedure)
- Give WIC shopper their receipt
- Secure WIC check in location determined by your store

**S4. Edit the total purchase amount if entered incorrectly**

- Verify that entry error has occurred
  - Errors can only be corrected using this method at point of purchase (i.e., checkout with participant still present)
- Calculate correct total purchase amount
- Draw solid, single line through incorrectly entered total purchase amount
- Enter correct total purchase amount in "Corrections Only" space

## ATTITUDE

A1. Demonstrate an understanding that WIC participants cannot be stereotyped easily by age, gender, race/ethnicity or appearance

A2. Show respect and discretion to WIC participants at all times during checkout

A3. Demonstrate cooperation and patience when helping new WIC participants manage the WIC transaction at checkout

- Share tips and helpful hints
- Seek to reinforce healthy and nutritious choices
- Assure participant that transaction can be handled smoothly and with discretion

A4. Demonstrate politeness, control and understanding when confronted with WIC check errors

A5. Seek to provide solutions and solve problems for participant while maintaining rules and requirements of WIC program